Clean Connect
Service Level Availability and Technical Support

Clean Connect's Service Commitment. Clean Connect will use commercially reasonable efforts to maintain the highest platform availability, excluding periods of scheduled maintenance, emergency maintenance, and downtime caused by circumstances beyond Clean Connect's reasonable control. Clean Connect will respond to technical support requests and take steps to escalate and resolve issues in a timely manner and commensurate with their priority level, as described below. Other capitalized terms used in this policy shall have the same meaning as set forth in Customer's agreement with Clean Connect.

Services Maintenance Schedule:
As a technology company with cloud-based Services, Clean Connect will frequently push minor changes and enhancements to the Services with no need for downtime or impact on authorized users. Clean Connect also conducts routine system maintenance from time to time, and during a planned maintenance window, the Services may be temporarily offline. When planned maintenance requires the system to be offline, it is typically scheduled over weekends or overnight hours. When it involves system downtime, Clean Connect will notify Customers via their Account of planned maintenance at least one week in advance.

Services Updates. From time to time, Clean Connect will also release error corrections and updates for the Services("**Services Update**") that require downtimes greater than 20 minutes. Should such updates be required, Clean Connect will provide a minimum one (1) week notice to Customer. Clean Connect will provide release notes with each Services Update that notify Customer of changes that are being made and why they are being made. Services Updates are classified into the following three types:

Release Types	Description
Major Release	Clean Connect will clearly communicate clearly the scope of changes and impact to users at least two weeks in advance of each major release.
Emergency Releases	An emergency release of a Services Update which includes fixing immediate-priority nonconformances, typically security-related.
Minor Release	A minor release will include periodic maintenance tasks including release of updated non-critical features or functionality, minor error corrections, and minor backend enhancements.

Support Service Hours:
Clean Connect will provide standard technical support via email, chat, text, or phone to Customer during Clean Connect's standard business hours (currently Monday-Friday 9am-5pm Mountain Time, excluding holidays).

Priority Level and Response Times. For each technical support request, Clean Connect will assign a Priority Level and respond to such support request during Clean Connect's support service hours in accordance with the following chart:

Priority Level		Response Time	Status Updates	Root Cause Report
1	OUTAGE	15 minutes	< 2 hours	< 15 days after resolution
2	SEVERE	45 minutes	Every 6 hours	< 15 days after resolution
3	MEDIUM	120 minutes	N/A	N/A
4	MINOR	Next day	N/A	N/A

Outage: Services down or other condition affecting the entirety of the Clean Connect System in which all users are unable to access the Services and all critical features are affected.
Severe: A large number of users or critical features for the Services or other components of the Clean Connect System are substantially degraded or not useable.
Medium: Limited impact to a set of users or functions for the Services or other components of the Clean Connect System. Business use and processes can continue.
Minor: A few users or features for the Services and/or the Clean Connect System are affected but not causing any substantial disruption of Customer's business or business process. Workarounds are available.

Customer Obligations. As a condition for Clean Connect to provide technical support as described above, Customer agrees to notify Clean Connect of issues in a timely manner, maintain good communications and provide Clean Connect with requested information reasonably necessary to determine and resolve any technical support issues. Customer assistance may include permitting Clean Connect to log into Customer's Account and network and systems for diagnosis of problems, retrieval and transfer of system logs/files, and participation in tests for fixes.

Device Replacement. If Clean Connect determines that a faulty Device is the source of a nonconformance, Customer will need to obtain an RMA number and instructions from Clean Connect prior to returning the Device and obtaining a replacement Device.

Exclusions. Clean Connect will not be responsible for:

a. Nonconformances or unavailability caused by (i) Customer Data, Third Party Services, third-party supplied Edge Boxes, or any other material of software not furnished by Clean Connect, including without limitation failure of third-party supplied Edge Boxes to meet the technical requirements set forth in the Documentation; (ii) any alteration or modification of the Services or Devices made by Customer or any third-party; or (iii) accident, abuse or misuse, or any other use of Services or Devices not consistent with this Agreement, the applicable Order Form and/or applicable Documentation.

b. Unavailability of the Services or nonconformances within the Clean Connect System caused by factors outside of Clean Connect's reasonable control, including any labor dispute, government requirement, act of God, earthquake, fire, civil unrest, act of terror, epidemic, pandemic, internet congestion or failures, or other cause beyond Clean Connect or its hosting subcontractors; or

c. Unavailability of the Services or other issues arising from Clean Connect's suspension and/or termination of Customer's right to use the Clean Connect System in accordance with the Agreement.